

**IN THE UNITED STATES PATENT AND  
TRADEMARK OFFICE**

**In the application of : McCORMACK, Tony et al.**

**Serial No. : 10/645,438**

**Filed : August 21, 2003**

**For : Management of queues in contact centres**

**Examiner : Chea, Philip J.**

**Art Unit : 2153**

**Confirmation No. : 7992**

**Attorney Docket No. : 920673-94702**

**RESPONSE TO OFFICE ACTION OF JULY 11, 2008**

Honorable Director of Patents and Trademarks  
PO Box 1450  
Alexandria, VA 22313-1450

Dear Sir,

In response to the Examiner's Office Action of July 11, 2008, the Applicants make the following amendments and remarks: